

PATENT

#12
3-2-04
2183IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2183
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas
February 23, 2004

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

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**INFORMATION DISCLOSURE STATEMENT
UNDER 37 CFR § 1.97(b)**

Technology Center 2100

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

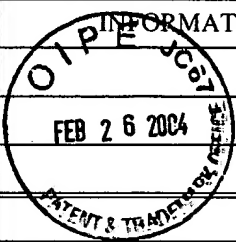
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Attorney for Applicants2/23/04
Date of Signature

Respectfully submitted,

D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026
512-439-5080
512-439-5099 (fax)

U.S. Department of Commerce, Patent and Trademark Office						Atty Docket No.		Serial No.	
						SBL0001US		09/823,590	
 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)						Applicants			
						Anil K. Annadata et al.			
						Filing Date		Group	
						March 31, 2001		2183	
U.S. Patent Documents									
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate		
	AA	5,555,365	Sep. 10, 1996	Selby et al.	395	159			
	AB	5,894,512	Apr. 13, 1999	Zenner	379	265			
	AC								
	AD								
	AE								
	AF								
	AG								
	AH								
	AI								
	AJ								
	AK								
Foreign Patent Documents									
							Translation		
		Document	Date	Country	Class	Subclass	Yes	No	
	AL								
	AM								
	AN								
	AO								
	AP								
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)									
	AQ								
	AR								
	AS								
Examiner			Date Considered						
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.									

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